

**Department of Environmental Protection  
Montgomery County, Maryland**

***DIVISION OF SOLID WASTE SERVICES***



Sixty-two business representatives attended DSWS's SORRT Seminar on business recycling held on January 26, 2010 in the COB auditorium. Staff presented information on the recycling regulation and mandates, annual reporting requirements, technical support provided by DSWS, educational and training assistance available from DSWS, and enforcement initiatives. Guest speakers also presented pertinent information to attendees.

***MONTHLY REPORT  
JANUARY 2010***



*Printed on Recycled and Recyclable Paper*

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## **OVERVIEW**

### **Tonnage at a Glance**

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

<b>FACILITY</b>	<b>Jan FY10</b>	<b>FY10 Total</b>	<b>Jan FY09</b>	<b>Jan FY08</b>
Materials Recovery Facility <sup>(1)</sup>	7,014 tons	47,307 tons	7,427 tons	8,588 tons
Brunswick Landfill Facility <sup>(2)</sup>	12,274 tons	100,650 tons	14,159 tons	19,036 tons
Resource Recovery Facility <sup>(3)</sup>	41,862 tons	308,102 tons	44,302 tons	46,904 tons
Yard Trim Compost Facility	511 tons	57,887 tons	1,574 tons	6,857 tons

*(1) MRF tons reported as outgoing.*

*(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessable waste). It does not include rubble and bulk natural wood waste that is recycled.*

*(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.*

### **Revenue Analysis and Systems Evaluation**

During January, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in January;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for January 2010 totaling \$979,098.52 (a decrease of \$44,119.49 below January 2010);
- Updated the Aging Report (30-day arrearage was \$176.83 as of February 16, 2010);
- Reconciled January 2010 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing DSWS IT services, ERP and MC311 implementation; and
- Reviewing the FY11 budget and rates with OMB.

## **CITIZEN COMMITTEES**

**Dickerson Area Facilities Implementation Group (DAFIG)** – DAFIG met on Tuesday, January 26, 2010. Topics discussed included the following: The FY11 and beyond budget, DEP Complaints; Deer management, Site 2 ponds and Annual presentation of Ground water and Surface water monitoring.

**Solid Waste Advisory Committee (SWAC)** – The regular monthly meeting for SWAC was held on Tuesday, January 5, 2010. The topic was The Maryland-National Capital Park and Planning Commission's (M-NCPPC) Recycling Program. There were twelve SWAC members and four County staff members present. The next monthly meeting is scheduled on Tuesday, February 23, 2010 in the Lobby Level Auditorium at the Executive Office Building.

## **COLLECTIONS**

### **Resident Missed Collection Complaints:**

January 2010	60
January 2009	88
Difference	-28

### **Call Center:**

Calls received	3,374*
E-mails received	1,516
Bulk trash requests	1,211
Scrap metal requests	1,097
Blue bin requests	1,087
Blue cart requests	289

\*With 311 now having Tier 1 staff answer general information calls for all Departments, the number of calls coming in on the two Solid Waste phone lines has reduced.

### **Public Outreach:**

- **Survey Cards:**

The Public Service Workers distributed 1,093 survey cards in January and received 5.1% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	77%	23%	0%	0%	0%
County Staff	77%	23%	0%	0%	0%
Recycling Crews	67%	23%	9%	1%	0%

The Call Center mailed out 165 survey cards in January and received 9% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	80%	20%	0%	0%	0%
County Staff	64%	29%	0%	0%	7%
Recycling Crews	31%	54%	8%	7%	0%

- Website Survey:

For the month of January, 4 residents responded to our website survey. The following chart details resident satisfaction with our recycling programs, county staff, and collection crews:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	100%	0%	0%	0%	0%
County Staff	100%	0%	0%	0%	0%
Recycling Crews	100%	0%	0%	0%	0%

### **Collection Section Enforcement Actions:**

- Citations: No citations were issued in the month of January.
- Notices of Violation: No Notices of Violation were issued for the month of January.

### **Website:**

The following is information gathered from the Montgomery County Solid Waste web in January 2010:

#### Solid Waste Services Website

Unique Visitors	47,650
Page Loads	103,300

#### Email List Memberships

<b>Topic</b>	<b>Members</b>	<b>New subscribers this month</b>
Holiday Reminder	13,593	163
HHW Announcements	4,639	117
Newsletter Helper	2,418	61
Facility Updates	1,834	68
Electronics Recycling	1,817	103
GoGreen	811	63
Civic Loop	72	32
Non-Residential Recycling	43	23
Multi-Family Recycling	44	20
<b>Total Subscriptions</b>	<b>25,271</b>	<b>650</b>

#### Most Popular Web Pages

1. How do I...
2. Transfer Station
3. Holidays
4. Christmas tree recycling
5. Recycling Center
6. Bulk trash
7. Annual Recycling Report – online filing
8. Household Hazardous Waste
9. Curbside collection service
10. Plastics recycling

## **WASTE MINIMIZATION**

<b>Product Recycled</b>	<b>Approximate weight recycled in January 2010 (tons)</b>
Computers	104 tons
TVs	34 tons
Propane Tanks	0 ton
Textiles	12 tons
Construction Materials (Don't Dump – Donate)	3 tons
Vehicle Batteries	13 tons
Rechargeable Batteries	0 ton

## **HAZARDOUS WASTE PROGRAMS**

**Household Hazardous Waste (HHW) Collection** – There were 3,480 patrons to the program this month.

**Small Quantity Generator/ECOWISE Program** – There were 12 ECOWISE participants this month.

## **WASTE REDUCTION**

**Bicycle Recycling** – “Bikes for the World” removed two ton of bikes this month for restoration and shipment to countries worldwide.

**Paint Reduction** – The free paint program is closed for the winter. We solidified 45 cubic yards of paint. No paint was shipped out to Honduras this month.

**NEW ‘GOGREEN’ Website** – The new *GoGreen* website, ([www.montgomerycountymd.gov/GOGREEN](http://www.montgomerycountymd.gov/GOGREEN)) will be a one stop site for a wide range of environmental programs and information for residents and businesses. This month the site had 203 page views, 148 visits, and 100 unique page views with a spike of visitors on January 5.

**Straight Vegetable Oil (SVO) Recycling** – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production. This month, one ton of SVO was shipped out for processing into biodiesel (<http://www.montgomerycountymd.gov/veggieoil>).

## **AIR PERMITS AND ENVIRONMENTAL PROGRAMS**

**Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions** – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of January.

**TES Contract (Weather Station)** – All of the instrumentation worked normally in January. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 2.01 inches.

## **WASTE REDUCTION AND RECYCLING**

**Public Education and Outreach** – Staff continued work on developing the winter issue of the Civic Loop newsletter which should be available by mid-February. Members of civic, community and homeowner associations are being encouraged to register to receive an electronic version of the Civic Loop newsletter via email. In addition, all businesses, multi-family properties and recycling program volunteers are being encouraged to receive newsletters electronically in a continuing effort to reduce paper, printing and mailing costs in support of the County Executive's paper and printing reduction policy. Several pieces of educational materials are in the process of being updated. These materials will be distributed to residents and businesses during upcoming outreach events and activities that are being scheduled for the spring and summer months. Planning for the Division's Earth Day (April) and Recycling Awareness Week (May) activities are currently underway.

**On-Site Composting and Waste Reduction Activities** – In January, a total of 156 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Staff reviewed a second draft of the "how-to" video and DVD on backyard composting and provided edits for incorporation. This training video should be completed by the end of February or early March and will be used during DSWS-sponsored composting trainings and workshops, as well as distributed to community and civic organizations, libraries, and recycling program volunteers to conduct their own composting workshops. Staff participated in The Washington Gardener magazine's annual seed exchange on January 30 and presented composting information to 43 participants. In addition, staff is currently in the process of scheduling composting demonstrations and workshops during the spring season.

**Recycling Investigations Unit** – Since the unit was established, 26,821 site visits and 3,033 formal investigations have been conducted. In January, 29 NOVs were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. One citation was issued to a business for not recycling the required materials; and one abatement order was issued in January to a business that continually failed to comply with the county's recycling regulation after receiving due notice.

**Commercial Recycling and Waste Reduction** – The SORRT Program conducted 849 on-site visits of businesses in January and delivered 293 recycling bins to assist businesses in their efforts to implement or improve their recycling programs. Staff resolved three complaints, participated in five educational events reaching 181 people and responded to 82 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. The SORRT team is currently conducting re-evaluations of the recycling programs at five Montgomery County Public Schools that did not receive a passing grade for their initial recycling evaluation this past fall. Work also began on verifying calendar year 2009 Annual Business Recycling and Waste Reduction Reports. This year, the SORRT program requested 84 large businesses to file their annual recycling report by February 1. Businesses which do not comply with these filing

requirements will be forwarded to the Recycling Investigations Unit for enforcement. Annual reports for medium-sized businesses, selected smaller scale businesses and property owners of multi-tenant facilities are due on March 1. The SORRT program held its first one-day Business Recycling seminar of the fiscal year on January 26, 2010. A total of 62 people attended the seminar including business managers, owners, employees, property owners, managers and collectors. Work is underway on the spring issue of the quarterly SORRT Network Newsletter which will be mailed out by the end of March.

**Multi-Family Recycling and Waste Reduction** – The TRRAC Program conducted 294 on-site visits to multi-family properties in January to monitor the status and progress of their recycling programs and recommend program improvements. Staff participated in four multi-family property educational events that reached 75 people. Staff also responded to 141 requests for information, resolved three resident concerns, and distributed 265 multi-family recycling bins. The TRRAC team continued working with the twenty multi-family properties designated as a priority to achieve increased recycling achievement. Notifications, as well as reminder notices regarding the February 1, 2010 deadline for submitting the calendar year 2009 Annual Multi-Family Recycling and Waste Reduction Reports were provided to 626 property representatives. Properties that do not comply with filing requirements will be forwarded to the Recycling Investigations Unit for enforcement. Field verification of the annual recycling reports, to ensure the information submitted on the reports is accurate, began. The updated educational magnet on recycling for multi-family residents was reviewed, and work began on the winter issue of the TRRAC newsletter for multi-family property representatives.

**Mixed Paper Recycling** – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

**Volunteer Activities** – Two volunteers contributed 10 hours of their time to support recycling activities in January which consisted of performing office assistance. Eleven existing volunteers participated in a refresher training course, particularly focused on the additional types of materials that are now acceptable for recycling. The Recycling Volunteer Program recruited five prospective volunteers in January.

## **PILOT PROGRAMS**

**Cooperative Collection/Alternative Collection** – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. No major issues occurred in January.

## **FACILITY ACTIVITIES**

**Resource Recovery Facility (RRF)** – In January, the RRF processed a total of 41,862 tons, averaging approximately 1,350 tons per day. Trash deliveries averaged 9,306 tons per week. On January 4, Unit #2 was returned to service for on-peak electric generation. On January 23, Unit #3 was removed from service due to low pit inventory and MSW receipts. On January 26 an electric breaker caused an upset in the plant operations including 72 minutes of turbine downtime. There were no environmental excursions during this period. The cause of the breaker's operation is still under investigation.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. There was a need to purchase 8.1 MWh of power during the month.

The following environmental activities occurred:

- Submitted the December 2009 Water Supply Monthly Operating Report to MDE.
- January outfall sampling was conducted. There were no exceedances.
- The 4<sup>th</sup> quarter Discharge Monitoring Report was submitted to MDE.
- The annual Sewage-Sludge Haulers report was submitted to MDE.
- The Operations and Emissions Report for the second half of 2009 was submitted to MDE and EPA.
- The Quarterly Operations & Emissions Report was submitted to MDE and EPA.
- The Deviation (SixMon) Report for the second half of 2009 was submitted to MDE and EPA.
- The Semi-Annual Report was submitted to EPA and MDE.
- The Annual Emissions Certification Report was submitted to MDE and EPA.
- The Tier 2 Reports for Hazardous Materials was submitted to Montgomery County and MDE.
- MDE solid waste inspectors Jim Wagner and Richard Glover visited the site. The purpose of the visit was to show the facility to Richard who will be taking over inspections for the site from Jim.
- Notified MDE that a new opacity monitor was installed in Unit #1 and certified.
- Submitted the 2009 Annual Business Recycling and Waste Reduction Report to Montgomery County.
- Submitted a report to MDE on a January 12 spill and cleanup.

**Materials Recovery Facility (MRF)** – Approximately 1,894 tons of commingled material were shipped out and approximately 5,120 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in January. We took delivery of a new Tennant M20-LP scrubber-sweeper; repaired the sides of the in feed conveyor; and installed a new conveyor belt at the position that transfers materials from pre-sort to the conveyor leading to the magnet conveyor.

**Oaks Landfill** – The new 2.4 MW landfill gas-to-energy plant continues to operate. SCS continues to complete punch list items.

**Gude Landfill** – The new 0.8 MW landfill gas-to-energy plant continues to operate. SCS continues to complete punch list items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

The work related to the Gude Landfill Remediation project continues. The field survey of site infrastructure is nearly complete and the Waste Delineation Study was finalized as part of the Phase 0 work. The Waste Delineation Report was submitted to MDE and M-NCPPC. Locations for new groundwater monitoring wells and a mitigation plan for leachate seeps were finalized as part of the Phase 1 work and submitted to MDE.

**Solid Waste Transfer Station** – Covanta shipped 39,997 tons of processible waste via rail from the Transfer Station to the RRF; 101 tons more than shipped in January 2009.

The inbound radiation detectors had 13 alarms – four alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; eight alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash; and one false alarm.

The Public Unloading Facility radiation detectors had five alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

**Transfer Station Enforcement** – Under Chapter 48 of the Montgomery County Code, a total of 71 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes:

Action	Citation	NOV	Verbal Warning
Lacking the Permit Required to Collect or Dispose of Solid Waste	0	13	2
Delivering Solid Waste Acceptable for Recycling to a Solid Waste Facility	0	0	1
Hauling Solid Waste Without a valid Collectors Tag	1	22	7
Unlicensed Collection Companies	0	0	1
Operating an Unlicensed Trash Truck of an Unlicensed Company	2	7	2
Operating a Collection Vehicle without a Tight-fitting Cover	0	0	2
Delivery of Solid Waste Acceptable for Recycling to a Solid Waste Facility	0	4	7
<b>TOTAL</b>	<b>3</b>	<b>46</b>	<b>22</b>

**Site 2 Landfill Properties** – Design work continues on the Site 2 ponds. Staff continues to address deer management issues. Negotiations have begun with the most responsive Proposer.

**Yard Trim Compost Facility** – The facility received 511 tons of material for composting; this compares with 1,574 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 2,729 cubic yards of bulk LeafGro™ shipped this month; compared with 402 cubic yards for the same period last year. There were zero cubic yards of Linden Farm Humus sold; this compares with zero cubic yards for the same period last year.

**Bagging Operation** – 8,300 bags of LeafGro™ were shipped to distributors. This compares with 10,000 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In January, eight 1-cubic foot bags of LeafGro™ were sold. This compares with zero bags during the same period last year.

In December, 750 bags of Compro™ bags were shipped to distributors. This compares with 2,000 bags during the same period last year.

## **OUT-OF-COUNTY HAUL**

**Brunswick County, Virginia** – Approximately 11,100 tons of ash residue and 1,174 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

**Perry Hall Maryland** – Approximately 1,883 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of January.

# GENERAL INFORMATION

## Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	<a href="http://www.montgomerycountymd.gov/solidwaste">www.montgomerycountymd.gov/solidwaste</a> <a href="http://www.montgomerycountymd.gov/recycling">www.montgomerycountymd.gov/recycling</a> <a href="http://www.montgomerycountymd.gov/hazardouswaste">www.montgomerycountymd.gov/hazardouswaste</a> <a href="http://www.montgomerycountymd.gov/useitagain">www.montgomerycountymd.gov/useitagain</a> <a href="http://www.montgomerycountymd.gov/yardtrim">www.montgomerycountymd.gov/yardtrim</a> <a href="http://www.montgomerycountymd.gov/veggieoil">www.montgomerycountymd.gov/veggieoil</a> <a href="http://www.montgomerycountymd.gov/GOGREEN">www.montgomerycountymd.gov/GOGREEN</a>

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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# SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	495,371 (FY09)
Latest Recycling Rate Reported in Montgomery County	44.2% (FY09)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY09, 67,928 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,953
# Residences receiving collection of recyclables in blue bins and yard trim collection	210,540
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

## **GLOSSARY OF ACRONYMS**

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
EPA	United States Environmental Protection Agency
ERP	Enterprise Resource Planning
FY	Fiscal Year
HHW	Household Hazardous Waste
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil